

# NETWORK MANAGER REPORT



OCTOBER 2013

SUBMITTED BY Barrett Gilbreath, General Manager

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## OVERVIEW

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### Operations

With license renewal in full swing, October proved to be a very busy month for Alabama Interactive. Most of the state's online license renewals went live, and AI met with many agencies to ensure a successful renewal season.

### Highlights for the month include:

- The portal met with a new state agency, the Alabama Board of Funeral Service, to discuss potential project opportunities. A license renewal and establishment renewal application is expected to go live by the end of next summer. The portal also demonstrated a mobile inspection application for the Board, as they complete inspections on all funeral homes around the state and is looking forward to utilizing a similar service.
- The Department of Revenue Hospital Assessment Tax application launched in October. During the application's first month, over \$62 million was processed for the state. This application conveniently allows taxpayers to make their quarterly hospital tax assessment payments online.
- The State Plumbers and Gas Fitters Examining Board License Renewal application opened this month. This application is open throughout the year, allowing users to renew without penalties in a one-year time frame. In the first month alone, over \$103,000 was generated for the state, which is a nearly 30% increase compared to last October.
- The State Banking Department opened its License Renewals for their applications, which include deferred presentment licenses, pawnshop licenses, consumer credit licenses and small loan licenses. The last day to renew these licenses during regular renewal season will be December 31 of this year.
- The Board of Optometry License Renewal opened this month. More than 320 licensees renewed, generating over \$84,000 for the state. This application allows optometrists to easily and efficiently renew their licenses annually online.
- The Home Builders Licensure Board opened their license renewals in the fourth quarter. In the first month alone, Alabama Interactive processed nearly \$350,000 for the Board.
- Following the soft launch of the Department of Revenue One SPOT tax payment application in July, more than 400 localities began utilizing the system on October 1st. In October, AI processed over \$40 million for the state.

## Marketing

Mary Beth Walls represented NIC and Alabama Interactive at the 67th annual conference for the Southeastern Association of Fish and Wildlife Agencies in Oklahoma City, Oklahoma this month. Mary Beth attended sessions to better understand the hot topics and current issues in the conservation sector, and, in addition, got the opportunity to become better acquainted with several Alabama Department of Conservation and Natural Resources employees also in attendance. NIC also sponsored the welcome reception this year.

The International Academy of the Visual Arts (IAVA) selected Alabama's official state website, [www.alabama.gov](http://www.alabama.gov), as a gold winner for the 2013 W<sup>3</sup> Awards in the government website category. This award marks the sixth for [alabama.gov](http://alabama.gov) since its refresh in May 2012 and its first W<sup>3</sup>. The W<sup>3</sup> Award honors creative excellence on the web, and recognizes the creative and marketing professionals behind award winning sites, videos and marketing programs. In its eighth year, the W<sup>3</sup> Awards received over 4,000 entries; less than ten percent of those entries were selected as gold winners.

The portal launched two press releases this month, both for awards won for [Alabama.gov](http://Alabama.gov). The first press release touted the Portal's recent VEMA Award win while the second announced the W<sup>3</sup> award.

## Customer Service

The customer support team assisted citizens throughout the month with application issues and general questions about Alabama government. Listed below are support statistics including the top five (5) email support categories.

Customer Service	Response Count
Total AI Customer Support Live Chat:	89
Total AI Customer Support Phone Calls:	311
Total AI Customer Support Emails:	439
Secretary of State Support Emails:	84
Department of Conservation and Natural Resources Support Emails:	75
Department of Revenue Support Emails:	48
Board of Professional Land Surveyors and Engineers Support Emails:	33
Department of Public Safety Support Emails:	22

## Development

In the beginning of October, the majority of the development team attended the NIC Tech Conference in San Antonio, Texas. The AI portal manned a booth and presented the iOS Inspection platform, which earned a "Best in Class" award for the project, generating great feedback and interest from NIC's other portals.

The development team has been working hard on modernizing the structure of current applications, and, in October, the team upgraded all applications successfully on one of the production server pools. The team plans to complete similar updates across all applications and servers in the coming

months. These updates allow the portal to increase code reusability internally and to leverage the latest industry standards. The development team also finalized and completed all Struts security updates to the latest version and continues to monitor updates and announcements around all the technologies used. During the month, the team also began laying the groundwork to implement full database replication between our new environments in Ashburn, Virginia and Allen, Texas.

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## PROJECT REPORT

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Application Progress	This Month	Year to Date
Total # of scheduled applications not yet in development	14	N/A
Total # of applications in development	10	N/A
Total # of new applications deployed	1	18
Total # of application functional updates completed	40	219

**Note:** Please see Daptiv reports for detail.

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## SERVICE REQUESTS

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Please see the projects listed in the Daptiv eGov Projects Report in the “Initiation” phase.

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## MONTH IN REVIEW

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Financial Report	2012	2013
Total AI Network Transactions:	223,452	370,346
Average Successful Requests per Day:	7,208	11,947
Total alabama.gov Visitors:	115,622	121,949
Total alabama.gov Page Views:	248,636	252,541
Total alabama.gov Chats or Offline Messages from Live Help:	114	89
Total AI Customer Support Emails:	420	439

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## ADMINISTRATION

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The portal’s senior project manager Randy Schewe moved to Austin, Texas to take a new position at the Texas subsidiary of NIC. The portal is progressing in the search for a new employee to fulfill this position, and is also actively searching for a new employee on the development side. As new partnerships, requests and projects arise, a new developer will serve as a great addition to the AI team.

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## **OTHER BUSINESS/IN CLOSING**

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In closing, October was a busy and productive month for Alabama Interactive. The AI staff looks forward to meeting with agency representatives and increasing adoption rates of applications as well as expanding new opportunities where growth is possible.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at [barrett@alabamainteractive.org](mailto:barrett@alabamainteractive.org).

Respectfully Submitted,

Barrett Gilbreath